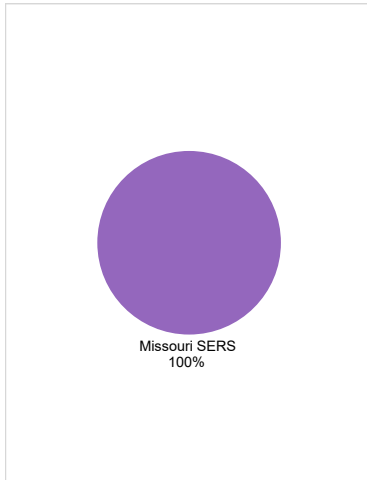
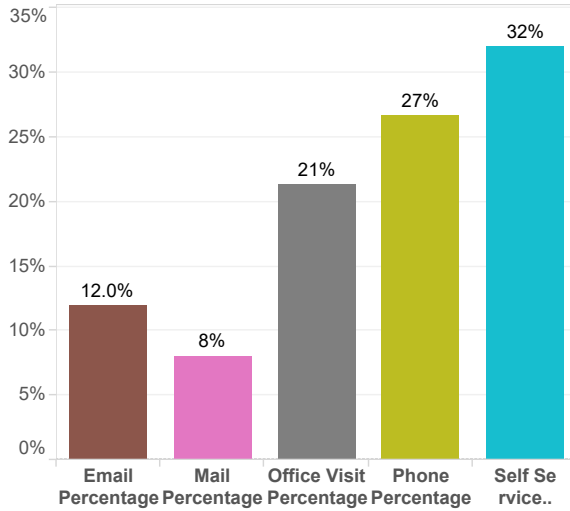


## Percentage of Responses by Fund

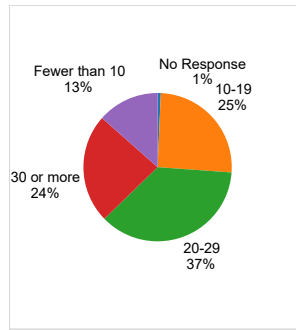
Fund ID  
Missouri SERS



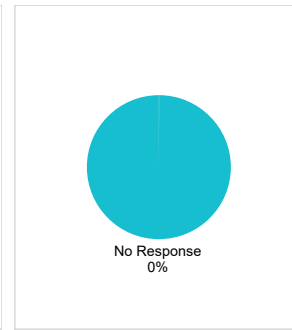
## Method of Contacting the Fund



## Years of Service



## Job Type



Fund ID  
Missouri SERS

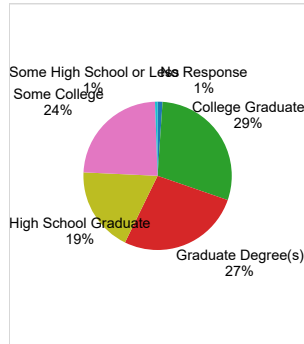
Response date  
2019 q1

Gender: Q16  
All

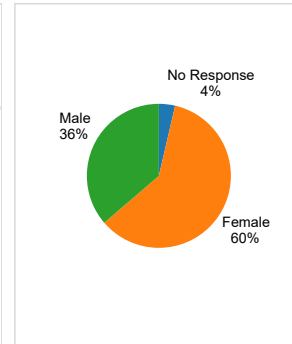
Education: Q15  
All

Service: Q14  
All

## Education



## Gender

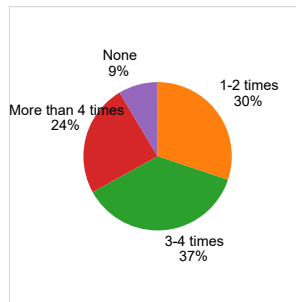


Age: Q13  
All

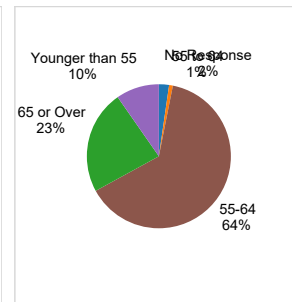
Job Type: Q11  
All

Custom Variable 1  
All

## Contact Frequency

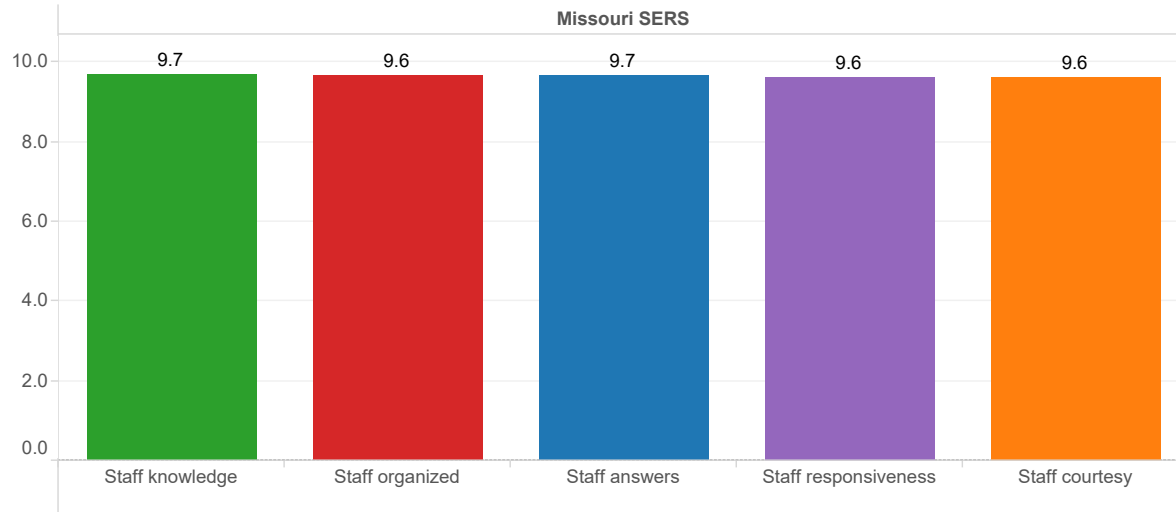


## Age



N: 2,924

## Q2: Fund Staff



**Fund ID**  
Missouri SERS

**Response date**  
2019 q1

**Gender: Q16**  
All

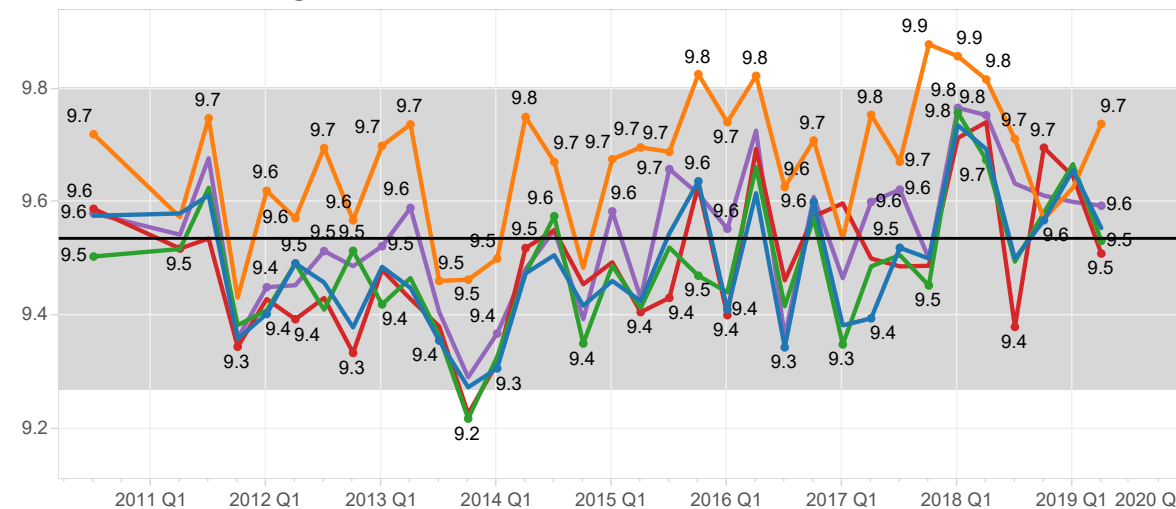
**Education: Q15**  
All

**Service: Q14**  
All

**Age: Q13**  
All

**Job Type: Q11**  
All

## Q2: Fund Staff: Change Over Time



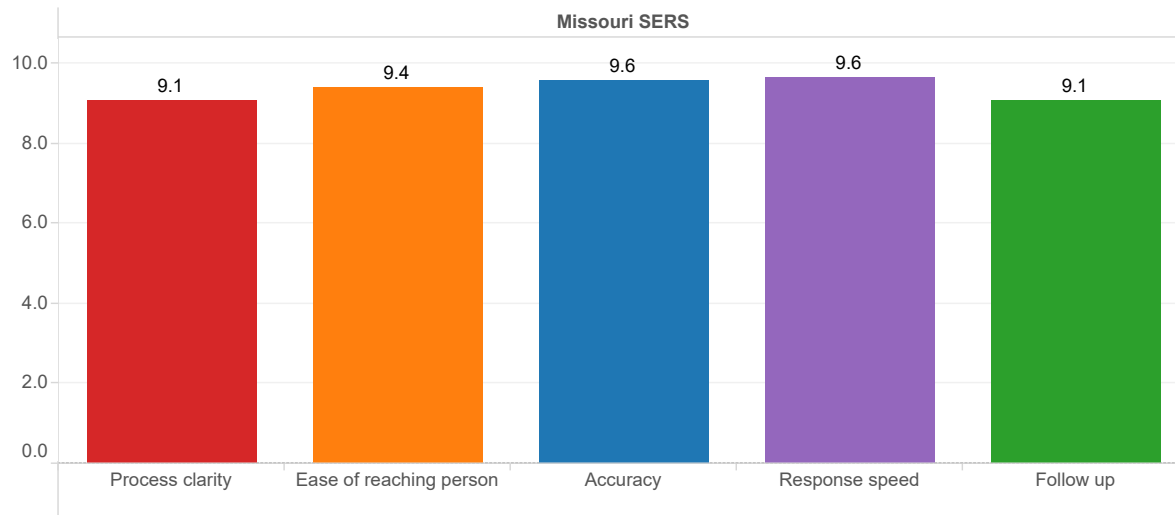
**Custom Variable 1**  
All

**Measure Names**

- Staff knowledge
- Staff organized
- Staff answers
- Staff responsiveness
- Staff courtesy

**N:** 2,924

### Q3: Fund Retirement Process



Fund ID  
Missouri SERS

Response date  
2019 q1

Gender: Q16  
All

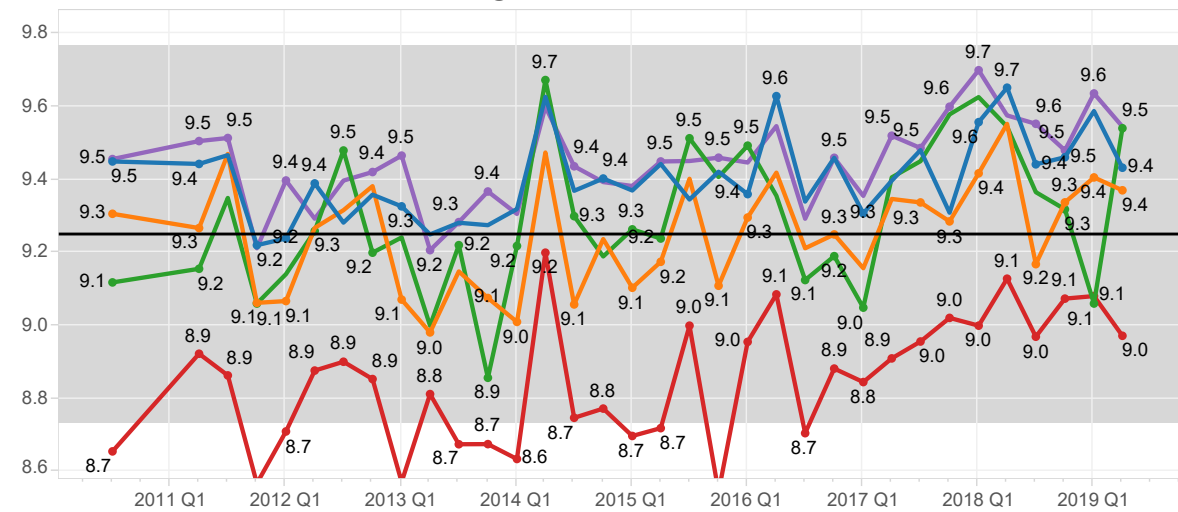
Education: Q15  
All

Service: Q14  
All

Age: Q13  
All

Job Type: Q11  
All

### Q3: Fund Retirement Process: Change Over Time

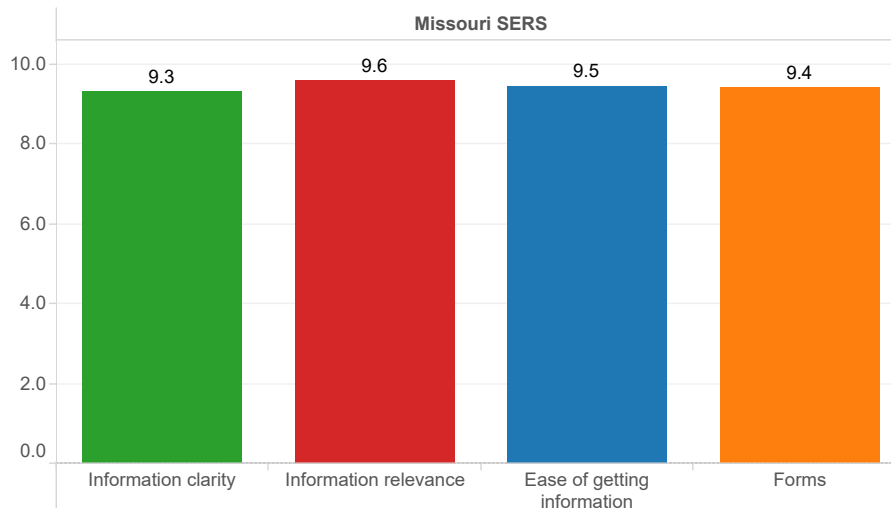
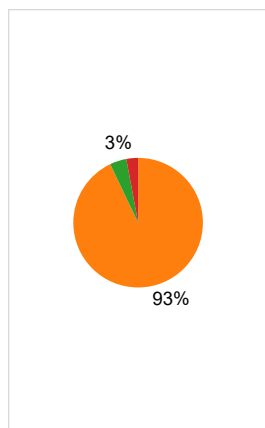


Custom Variable 1  
All

N: 2,924

## Amount of information:.. Q4: Fund's Written Information

■ About Right  
■ Too Little  
■ Too Much



**Fund ID**  
Missouri SERS

**Response date**  
2019 q1

**Gender: Q16**  
All

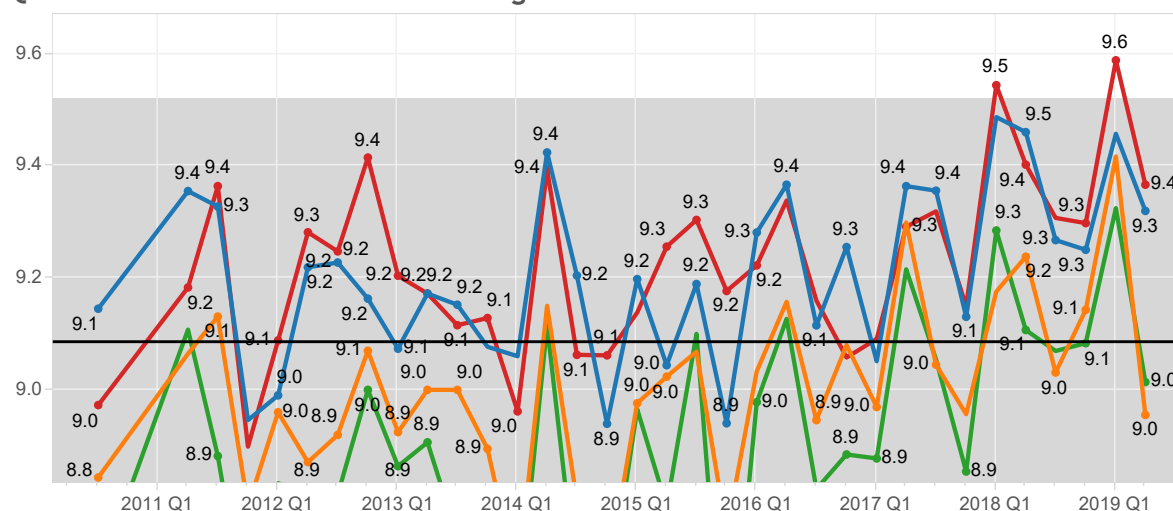
**Education: Q15**  
All

**Service: Q14**  
All

**Age: Q13**  
All

**Job Type: Q11**  
All

## Q4: Fund's Written Information: Change Over Time



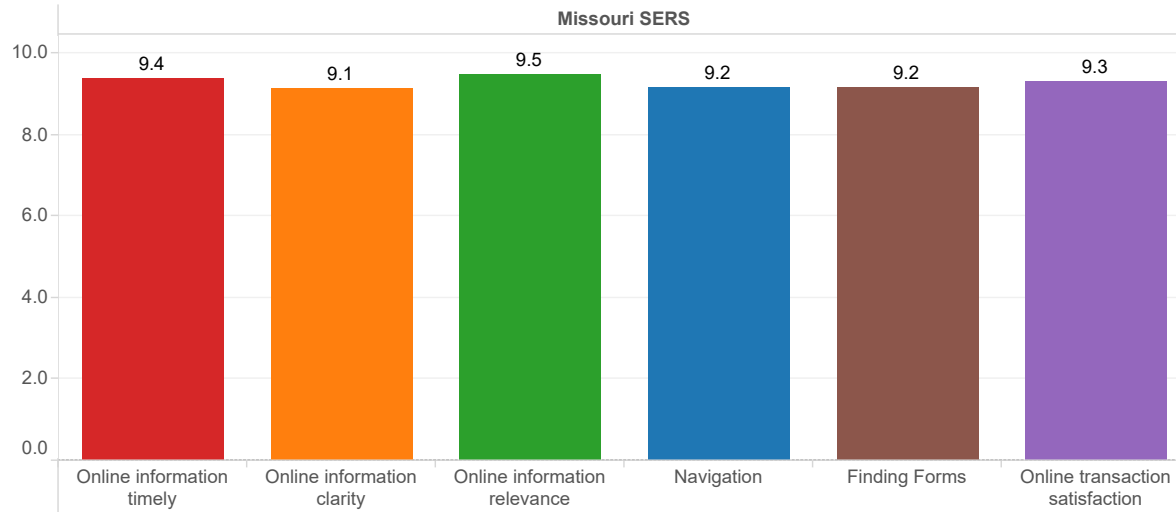
**Custom Variable 1**  
All

**Measure Names**

- Information clarity
- Information relevance
- Ease of getting inform..
- Forms

**N:** 2,924

## Q6: Fund Online Information



**Fund ID**  
Missouri SERS

**Response date**  
2019 q1

**Gender: Q16**  
All

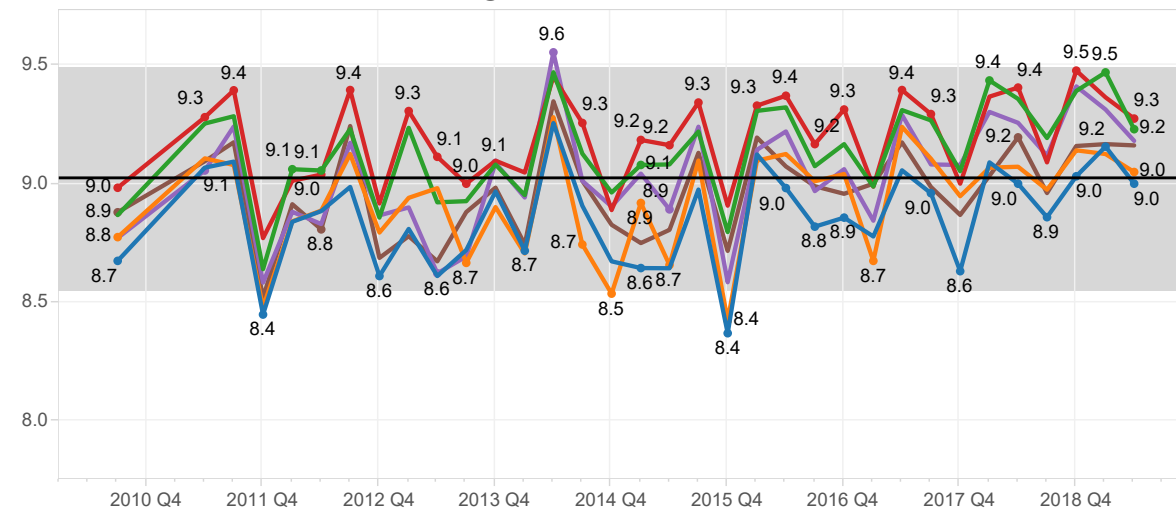
**Education: Q15**  
All

**Service: Q14**  
All

**Age: Q13**  
All

**Job Type: Q11**  
All

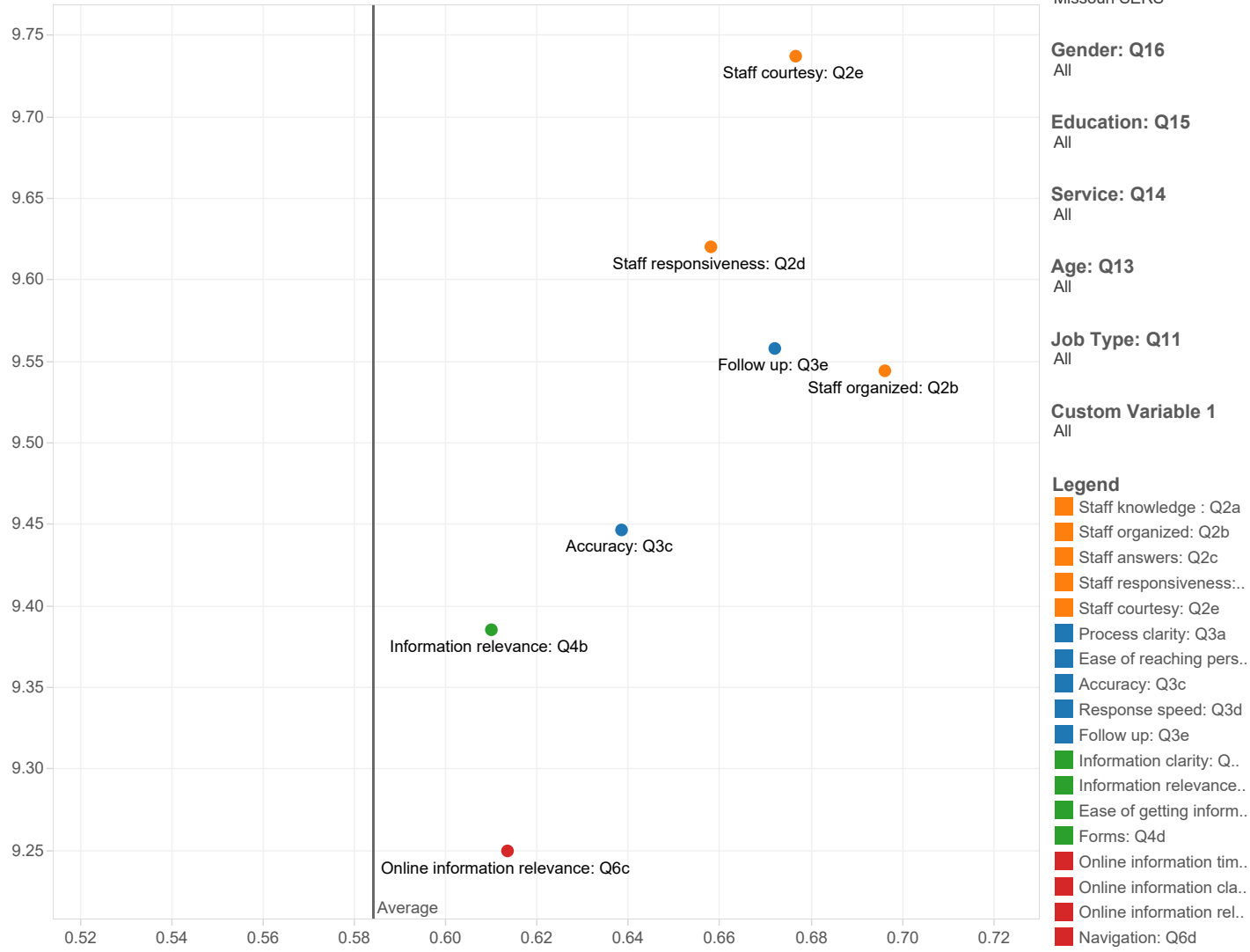
## Q6: Fund Online Information: Change Over Time



**Custom Variable 1**  
All

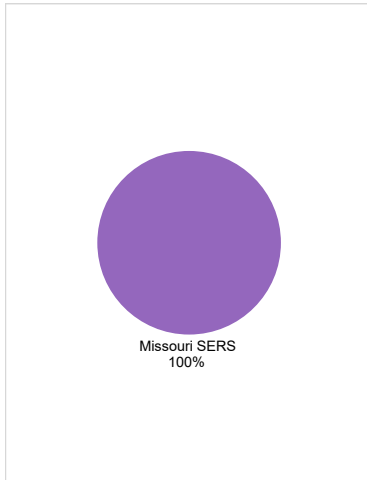
**N:** 2,924

Correlation to Satisfaction

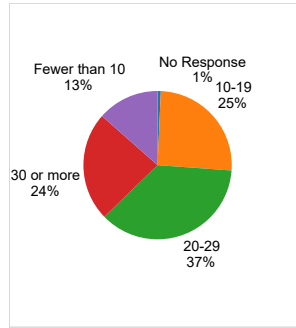


## Percentage of Responses by Fund

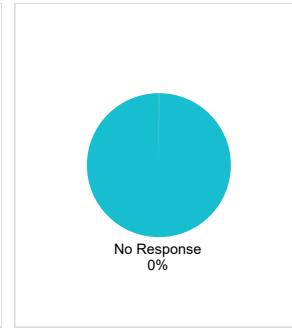
Fund ID  
Missouri SERS



## Years of Service



## Job Type



Fund ID  
Missouri SERS

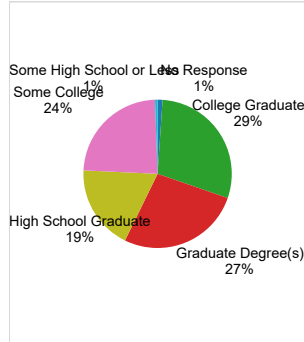
Response date  
2019 q2

Gender: Q16  
All

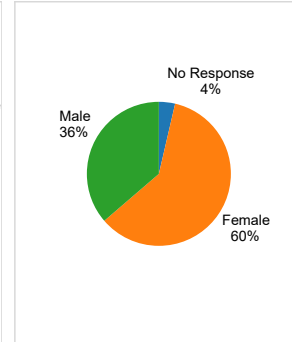
Education: Q15  
All

Service: Q14  
All

## Education



## Gender

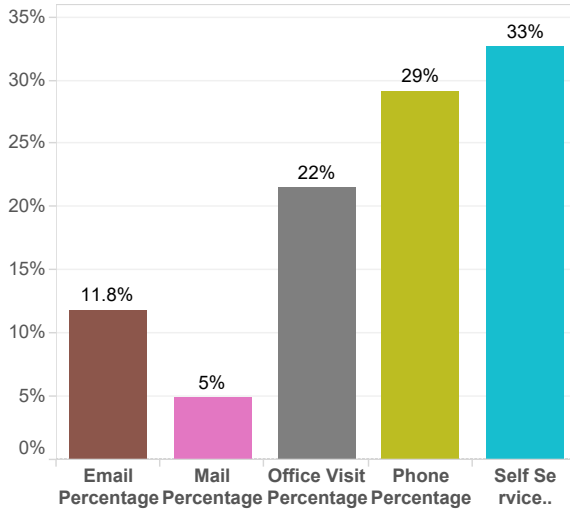


Age: Q13  
All

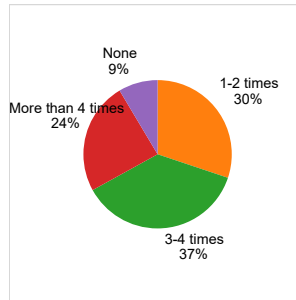
Job Type: Q11  
All

Custom Variable 1  
All

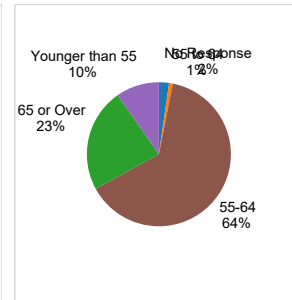
## Method of Contacting the Fund



## Contact Frequency

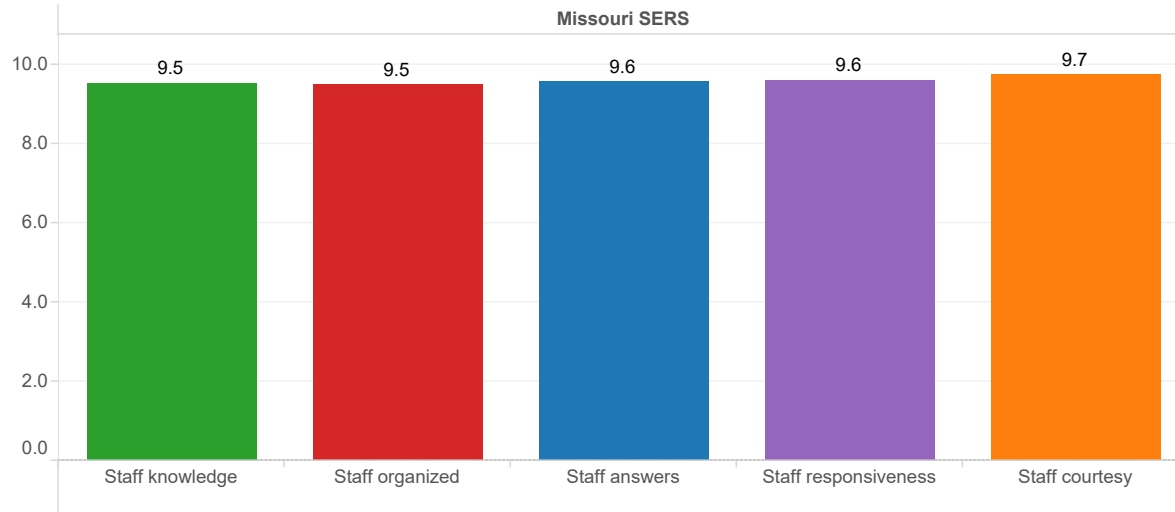


## Age



N: 2,924

## Q2: Fund Staff



**Fund ID**  
Missouri SERS

**Response date**  
2019 q2

**Gender: Q16**  
All

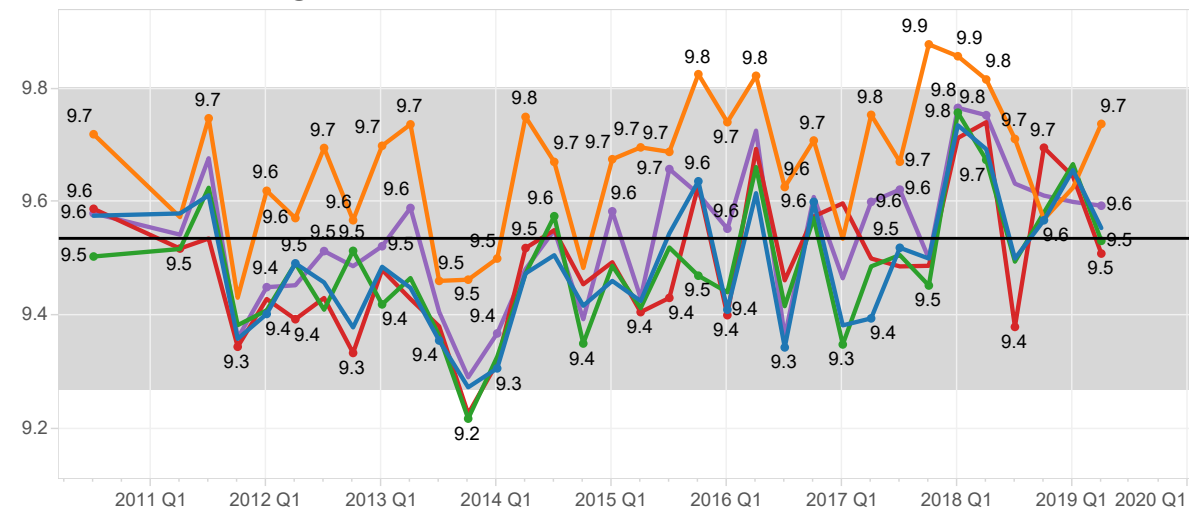
**Education: Q15**  
All

**Service: Q14**  
All

**Age: Q13**  
All

**Job Type: Q11**  
All

## Q2: Fund Staff: Change Over Time

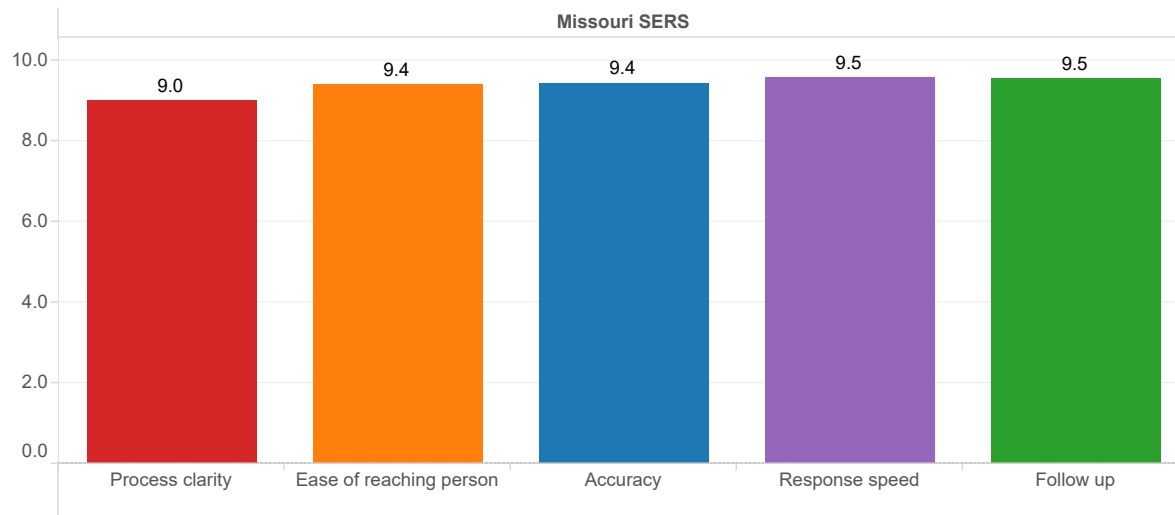


**Custom Variable 1**  
All

**N:** 2,924



### Q3: Fund Retirement Process



**Fund ID**  
Missouri SERS

**Response date**  
2019 q2

**Gender: Q16**  
All

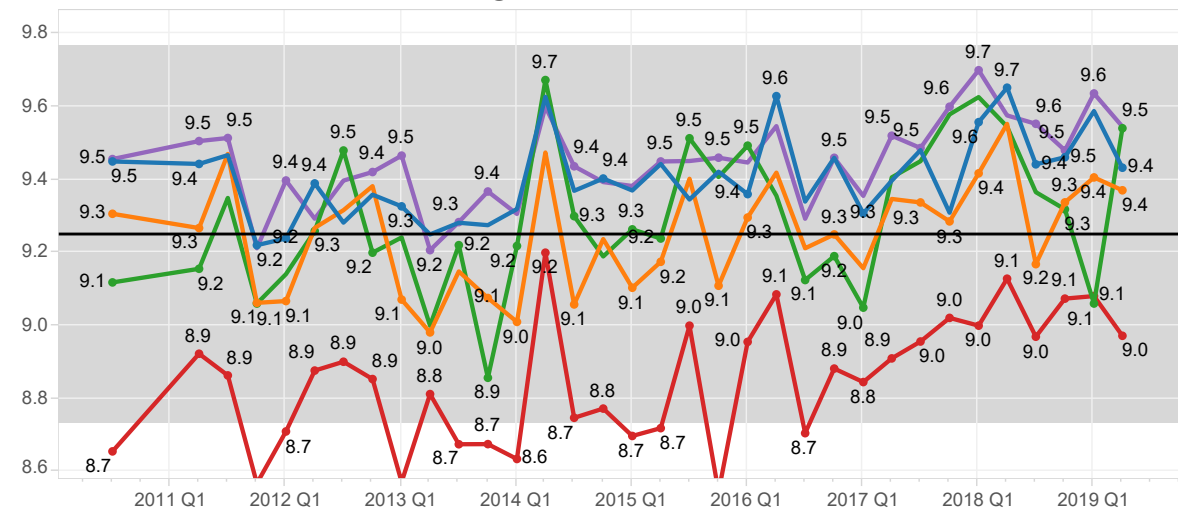
**Education: Q15**  
All

**Service: Q14**  
All

**Age: Q13**  
All

**Job Type: Q11**  
All

### Q3: Fund Retirement Process: Change Over Time

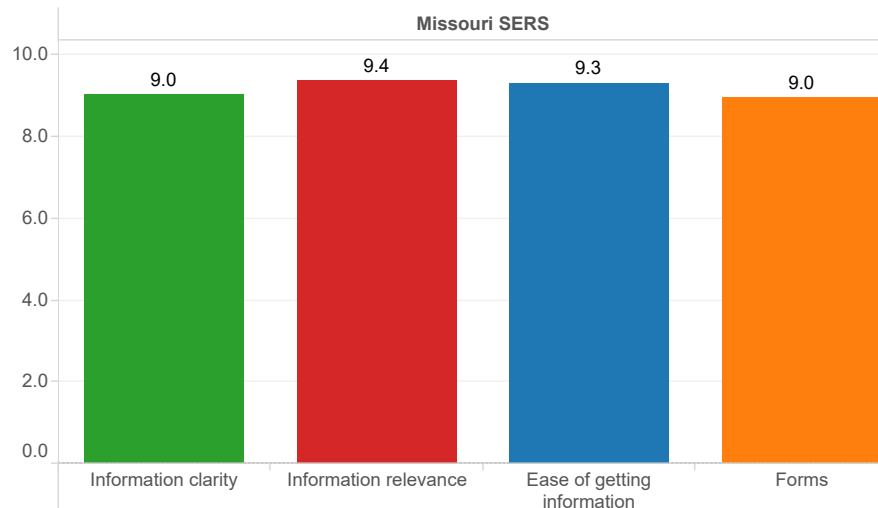
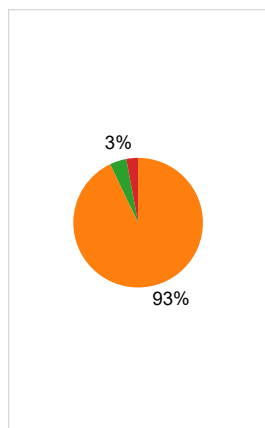


**Custom Variable 1**  
All

**N:** 2,924

## Amount of information:.. Q4: Fund's Written Information

■ About Right  
■ Too Little  
■ Too Much



**Fund ID**  
Missouri SERS

**Response date**  
2019 q2

**Gender: Q16**  
All

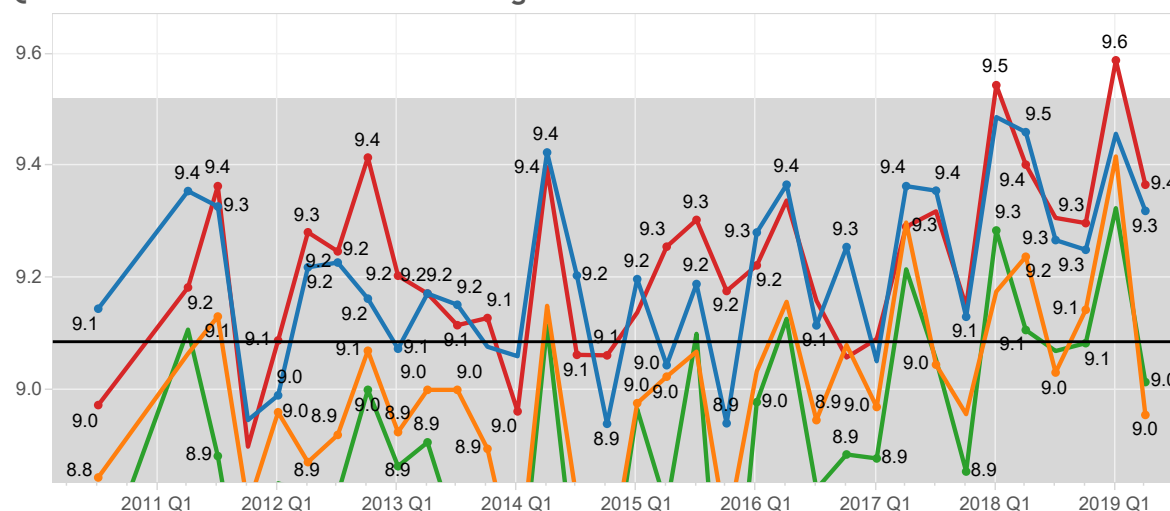
**Education: Q15**  
All

**Service: Q14**  
All

**Age: Q13**  
All

**Job Type: Q11**  
All

## Q4: Fund's Written Information: Change Over Time



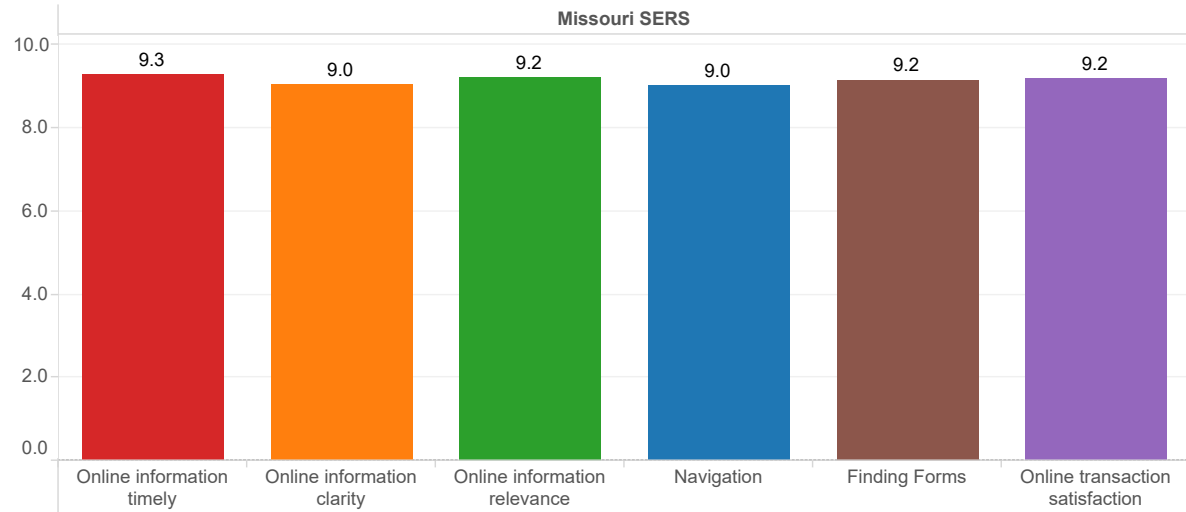
**Custom Variable 1**  
All

**Measure Names**

- Information clarity
- Information relevance
- Ease of getting inform..
- Forms

**N:** 2,924

## Q6: Fund Online Information



**Fund ID**  
Missouri SERS

**Response date**  
2019 q2

**Gender: Q16**  
All

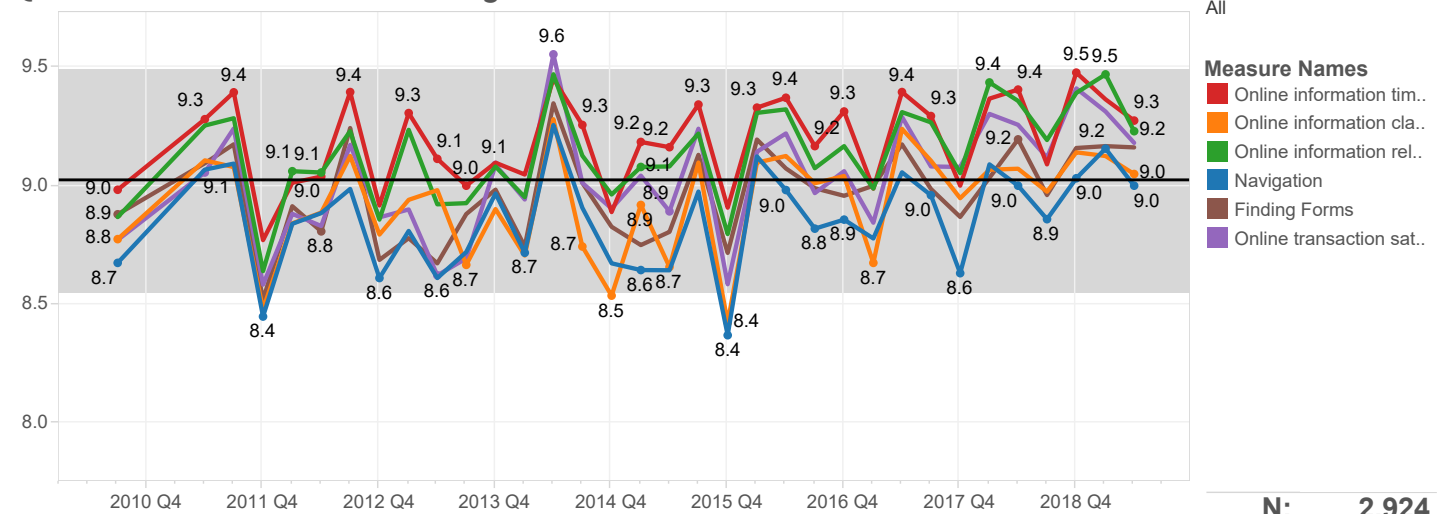
**Education: Q15**  
All

**Service: Q14**  
All

**Age: Q13**  
All

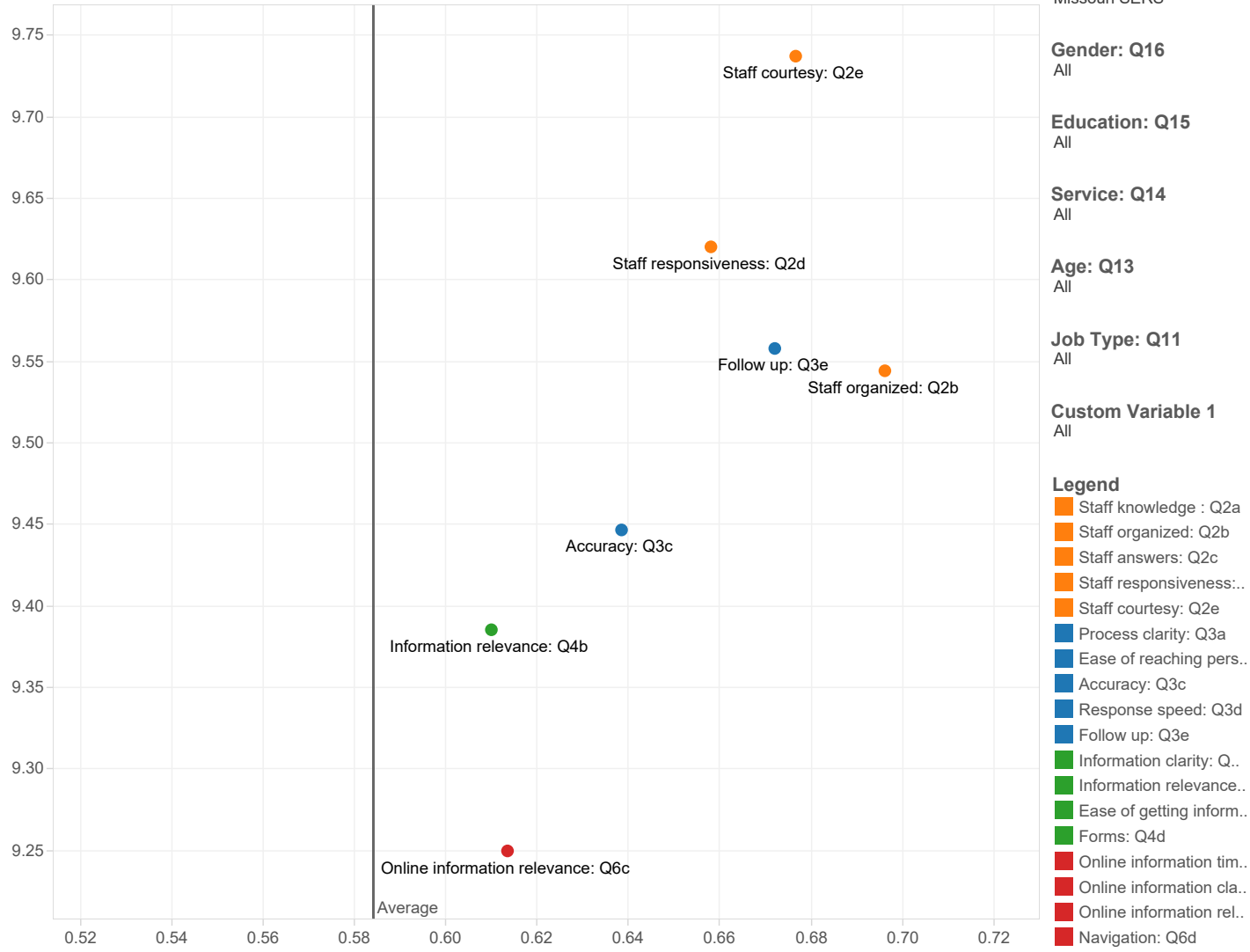
**Job Type: Q11**  
All

## Q6: Fund Online Information: Change Over Time



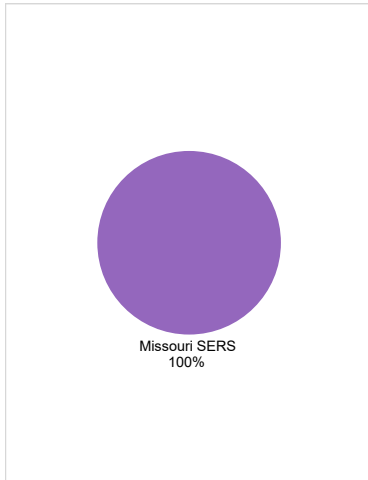
**N:** 2,924

Correlation to Satisfaction

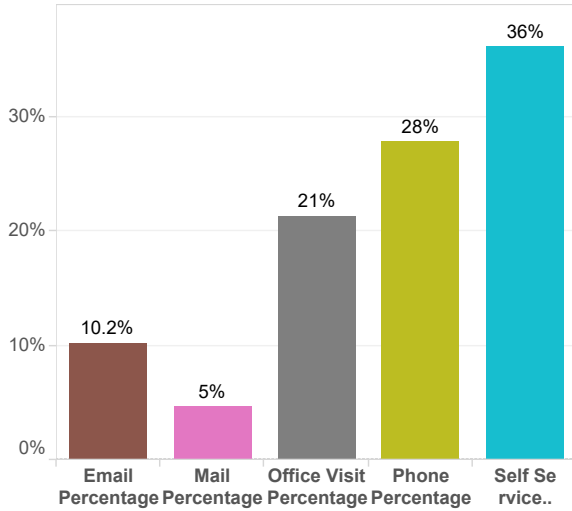


## Percentage of Responses by Fund

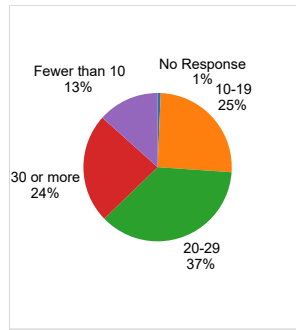
Fund ID  
Missouri SERS



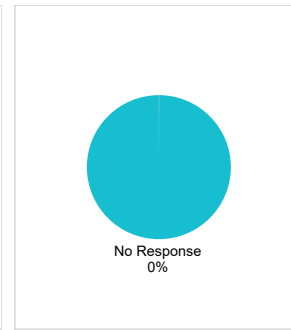
## Method of Contacting the Fund



## Years of Service



## Job Type



Fund ID  
Missouri SERS

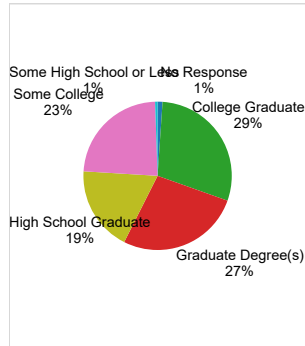
Response date  
2019 q3

Gender: Q16  
All

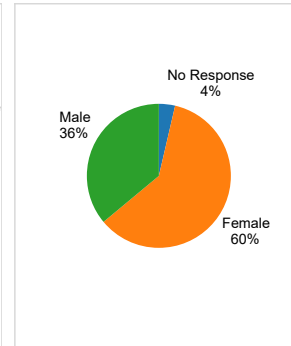
Education: Q15  
All

Service: Q14  
All

## Education



## Gender

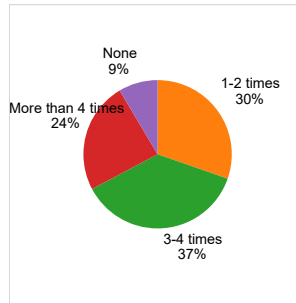


Age: Q13  
All

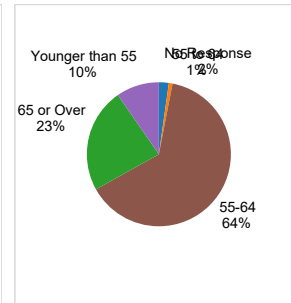
Job Type: Q11  
All

Custom Variable 1  
All

## Contact Frequency

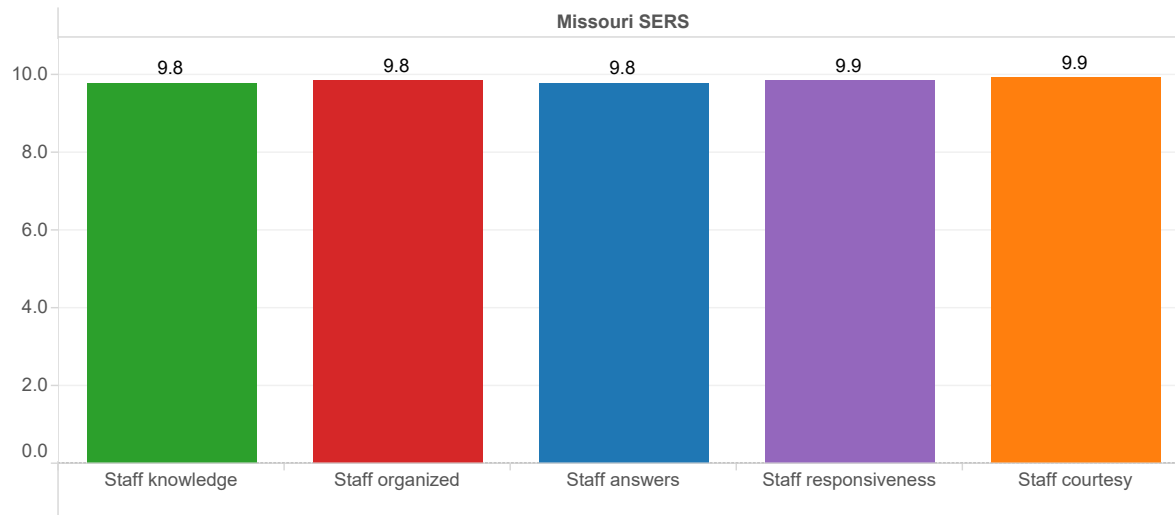


## Age



N: 2,989

## Q2: Fund Staff



**Fund ID**  
Missouri SERS

**Response date**  
2019 q3

**Gender: Q16**  
All

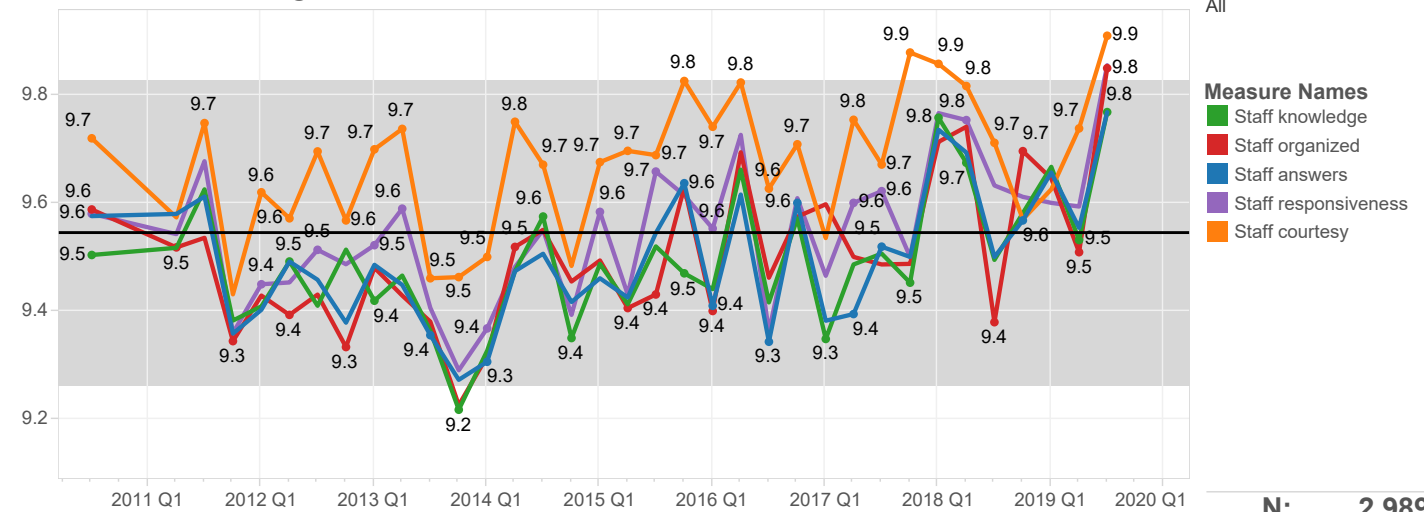
**Education: Q15**  
All

**Service: Q14**  
All

**Age: Q13**  
All

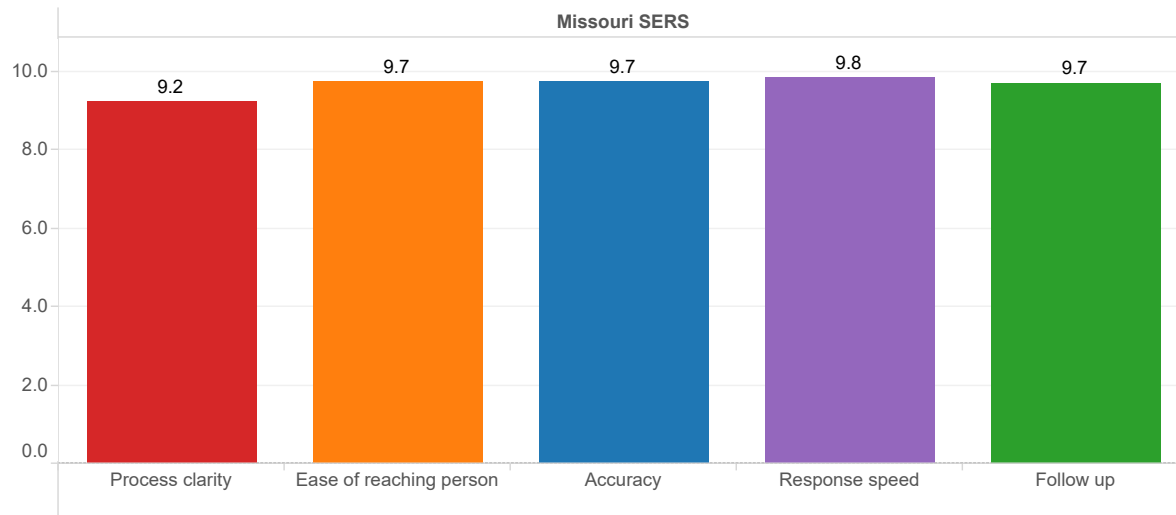
**Job Type: Q11**  
All

## Q2: Fund Staff: Change Over Time



**N:** 2,989

### Q3: Fund Retirement Process



**Fund ID**  
Missouri SERS

**Response date**  
2019 q3

**Gender: Q16**  
All

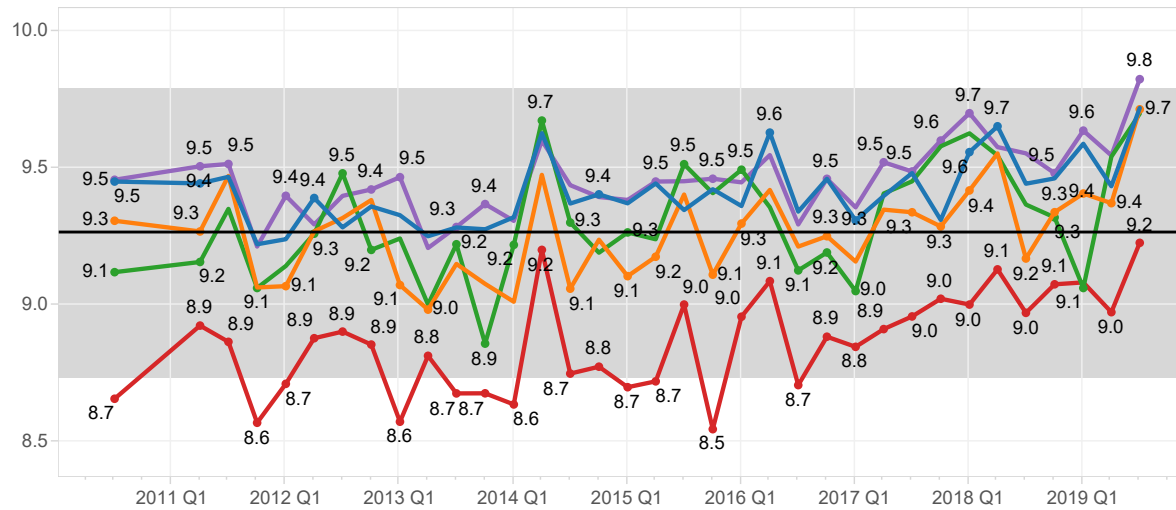
**Education: Q15**  
All

**Service: Q14**  
All

**Age: Q13**  
All

**Job Type: Q11**  
All

### Q3: Fund Retirement Process: Change Over Time



**Custom Variable 1**  
All

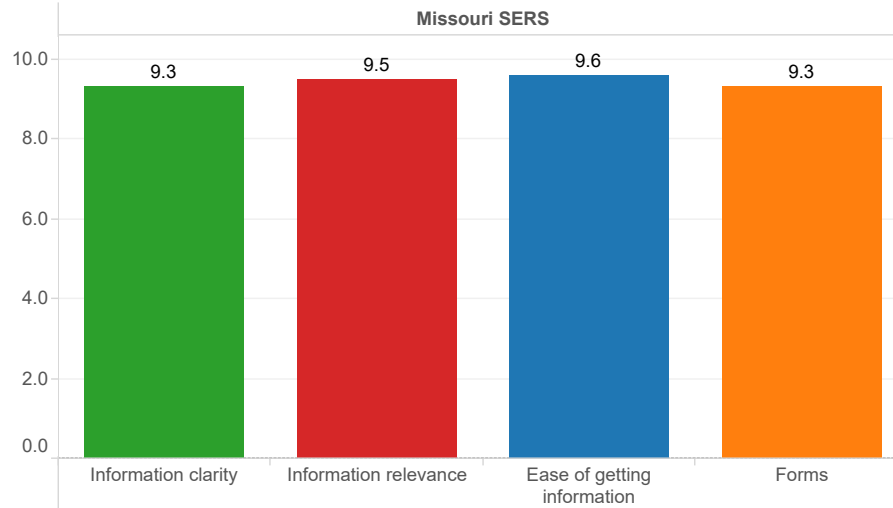
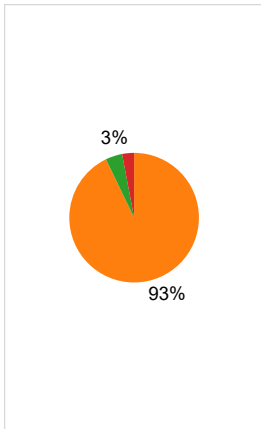
**Measure Names**

- Process clarity
- Ease of reaching pers...
- Accuracy
- Response speed
- Follow up

**N:** 2,989

## Amount of information:.. Q4: Fund's Written Information

■ About Right  
■ Too Little  
■ Too Much



**Fund ID**  
Missouri SERS

**Response date**  
2019 q3

**Gender: Q16**  
All

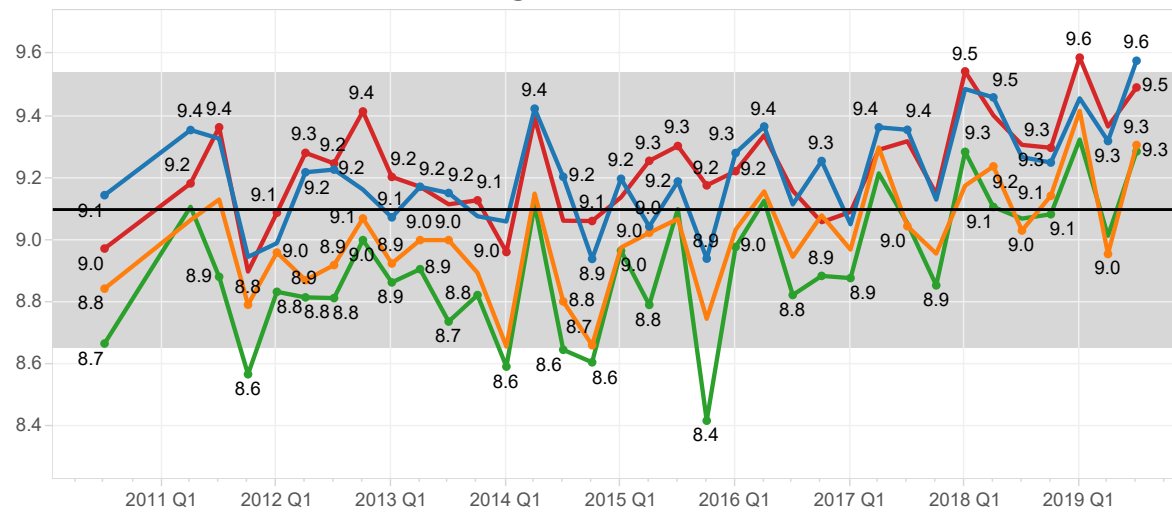
**Education: Q15**  
All

**Service: Q14**  
All

**Age: Q13**  
All

**Job Type: Q11**  
All

## Q4: Fund's Written Information: Change Over Time



**Custom Variable 1**  
All

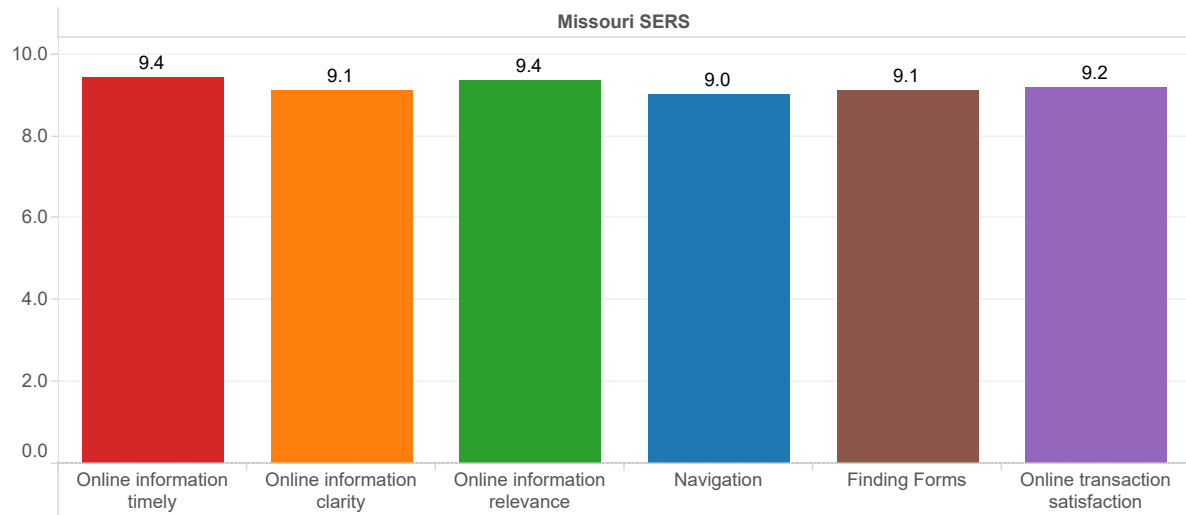
**Measure Names**

- Information clarity
- Information relevance
- Ease of getting inform..
- Forms

**N:** 2,989



## Q6: Fund Online Information



**Fund ID**  
Missouri SERS

**Response date**  
2019 q3

**Gender: Q16**  
All

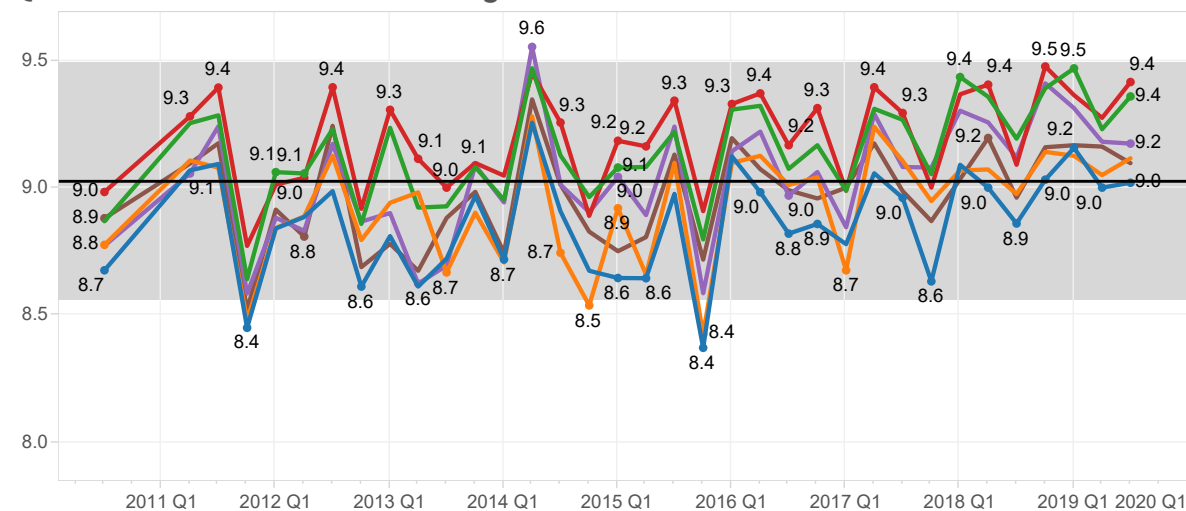
**Education: Q15**  
All

**Service: Q14**  
All

**Age: Q13**  
All

**Job Type: Q11**  
All

## Q6: Fund Online Information: Change Over Time



**Custom Variable 1**  
All

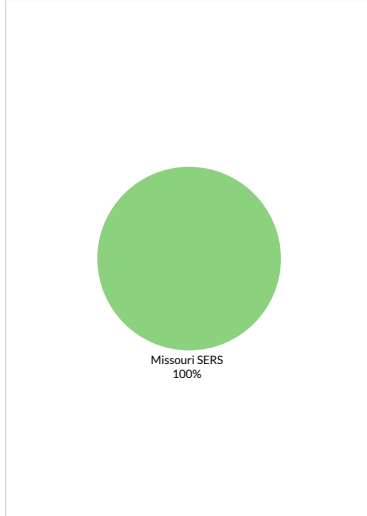
**Measure Names**

- Online information tim..
- Online information cla..
- Online information rel..
- Navigation
- Finding Forms
- Online transaction sat..

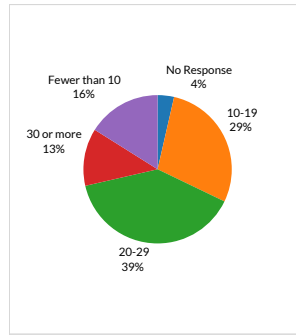
**N:** 2,989

## Percentage of Responses by Fund

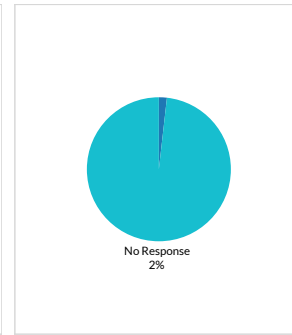
Fund ID  
Missouri SERS



## Years of Service



## Job Type



Fund ID  
Missouri SERS

Response date  
2019 q4

Gender: Q16  
All

Education: Q15  
All

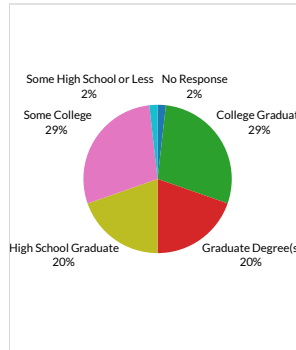
Service: Q14  
All

Age: Q13  
All

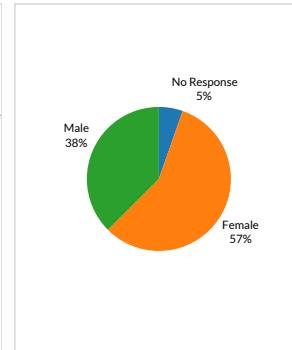
Job Type: Q11  
All

Custom Variable 1  
All

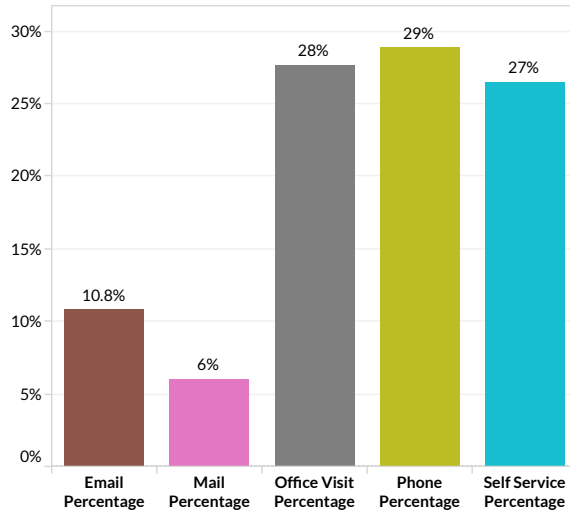
## Education



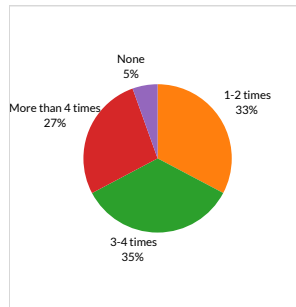
## Gender



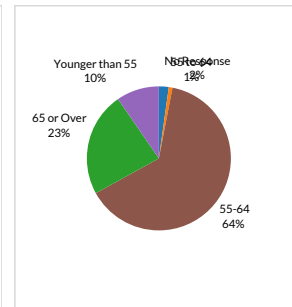
## Method of Contacting the Fund



## Contact Frequency

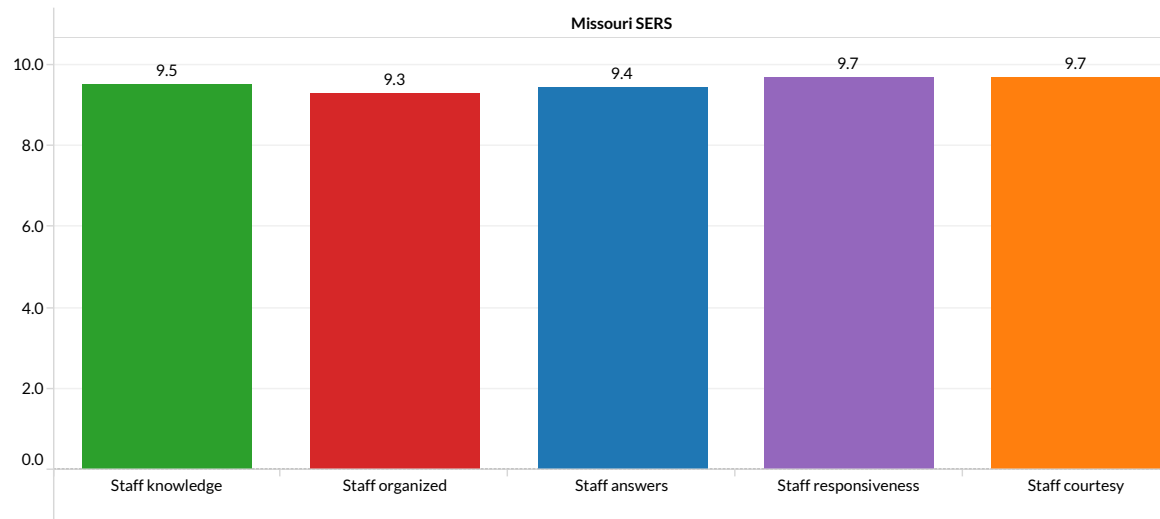


## Age



N: 56

## Q2: Fund Staff



Fund ID

Missouri SERS

Response date  
2019 q4

Gender: Q16  
All

Education: Q15  
All

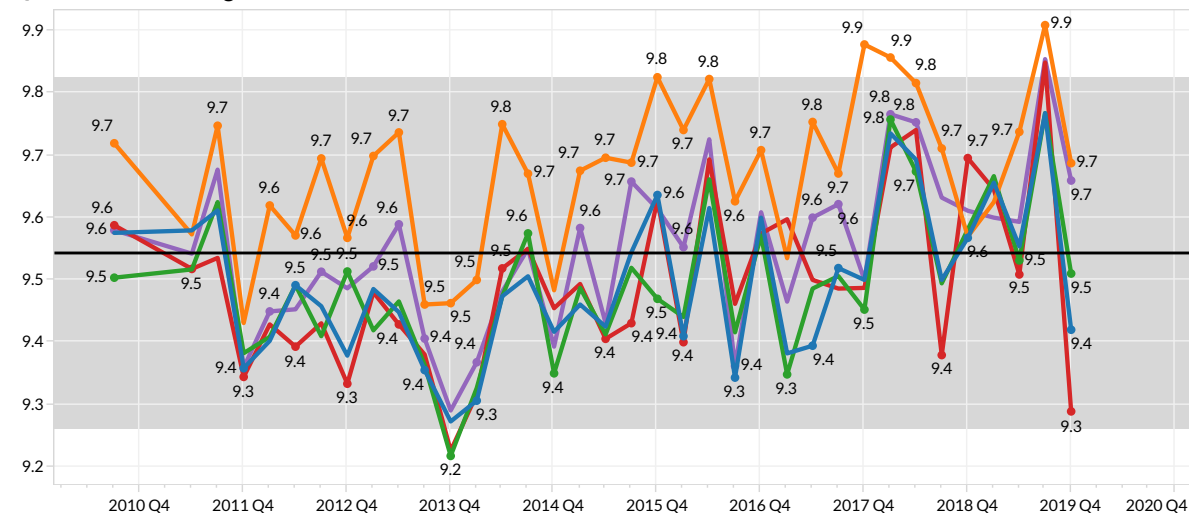
Service: Q14  
All

Age: Q13  
All

Job Type: Q11  
All

Custom Variable 1  
All

## Q2: Fund Staff: Change Over Time



Measure Names

Staff knowledge

Staff organized

Staff answers

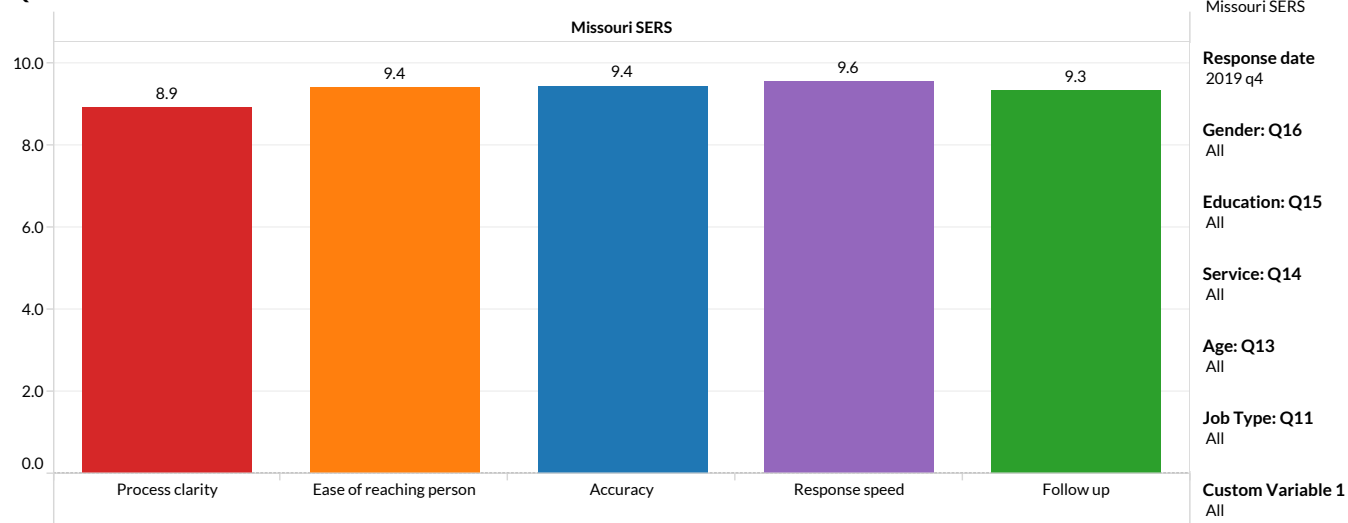
Staff responsiveness

Staff courtesy

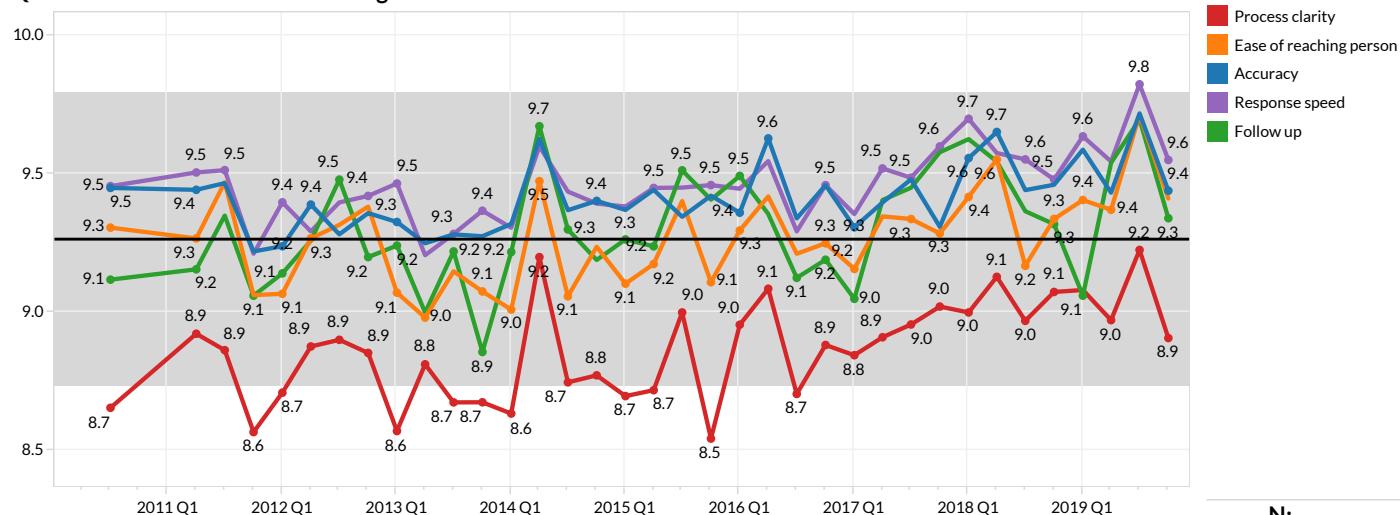
N:

56

### Q3: Fund Retirement Process



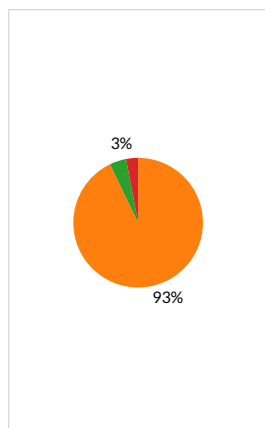
### Q3: Fund Retirement Process: Change Over Time



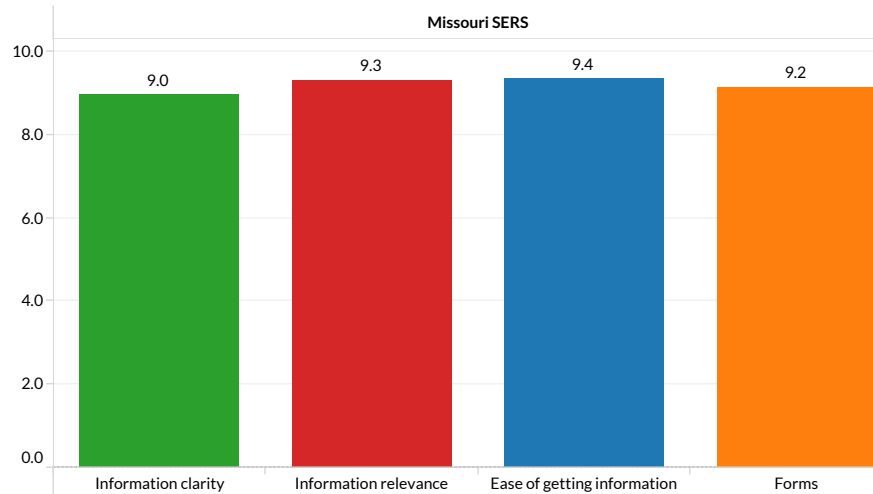
**N:** 56

#### Amount of information: Q5

- About Right
- Too Little
- Too Much



#### Q4: Fund's Written Information



Fund ID

Missouri SERS

Response date

2019 q4

Gender: Q16

All

Education: Q15

All

Service: Q14

All

Age: Q13

All

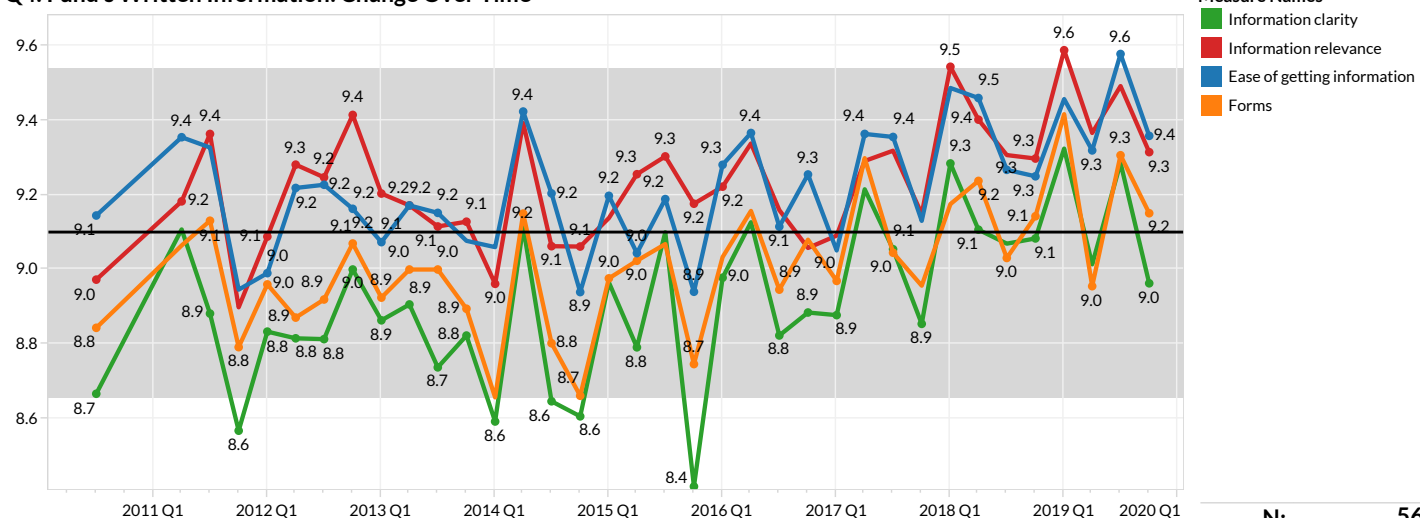
Job Type: Q11

All

Custom Variable 1

All

#### Q4: Fund's Written Information: Change Over Time



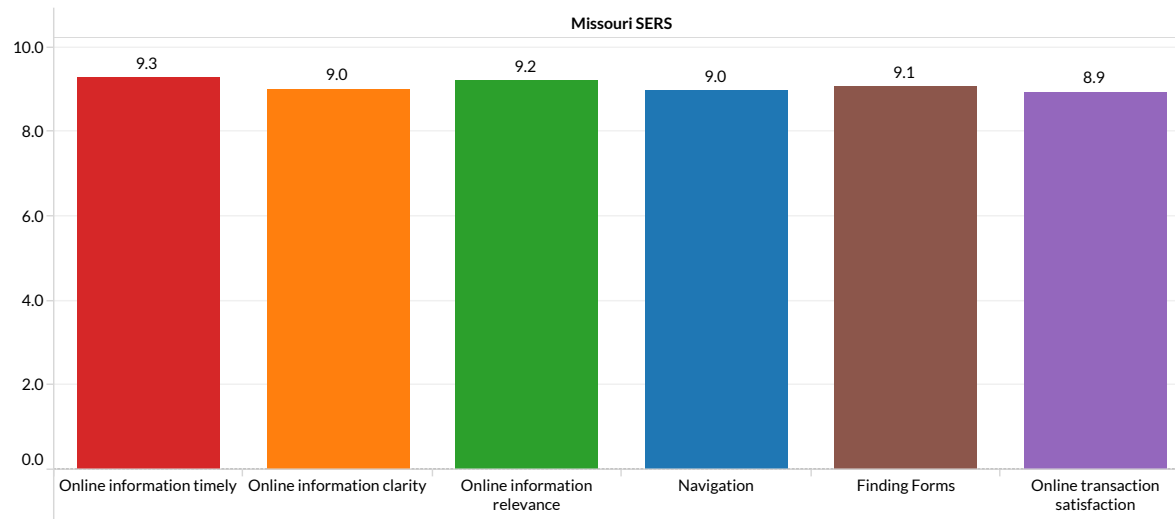
Measure Names

- Information clarity
- Information relevance
- Ease of getting information
- Forms

N:

56

## Q6: Fund Online Information



Fund ID

Missouri SERS

Response date  
2019 q4

Gender: Q16  
All

Education: Q15  
All

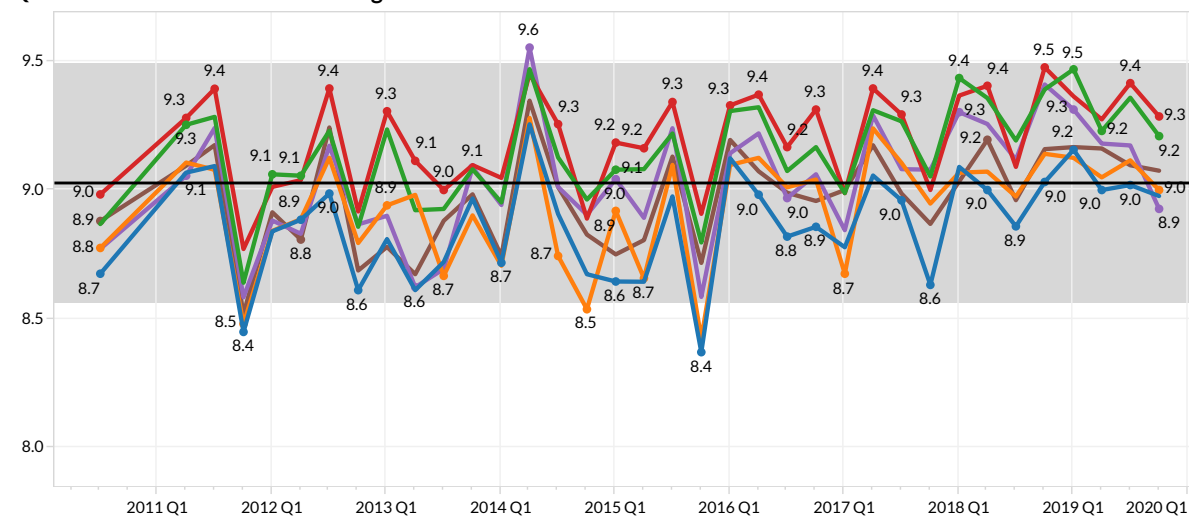
Service: Q14  
All

Age: Q13  
All

Job Type: Q11  
All

Custom Variable 1  
All

## Q6: Fund Online Information: Change Over Time



Measure Names

Online information timely  
Online information clarity  
Online information relevance  
Navigation  
Finding Forms  
Online transaction satisfaction

N:

56